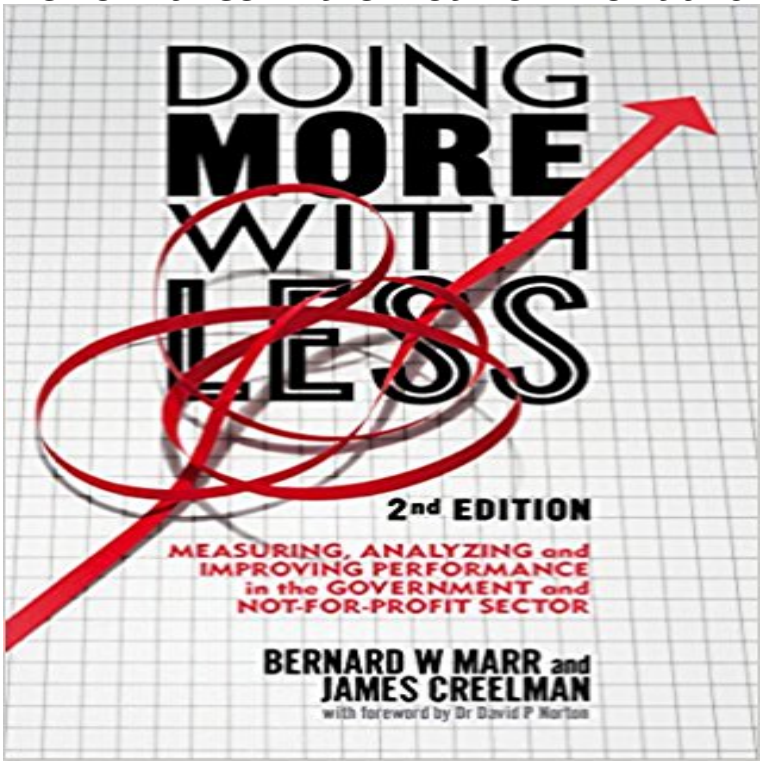
Doing More with Less 2nd edition: Measuring, Analyzing and Improving Performance in the Not-For-Profit and Government Sectors



Public sector organizations are in one of the most challenging environments they have ever had to face as they bear much of the cost of the recession. More than ever before, public sector leaders need to instil strong performance improvement disciplines into their organizations that enable these leaders to fully understand: key outcomes and priority deliverables, how to allocate reduced financial resources and where to reduce costs and improve efficiencies without jeopardizing service delivery.Written in an accessible and practical style, this fully-updated second edition addresses the efficiency drive using models, tools and ideas more commonly found in the corporate world, such as balanced scorecard and Lean. It also includes new case studies and real-life examples, from Audit Scotland, Belfast City Council, Brisbane City Council, City of Charlotte, Civil Service College (Singapore) FBI, NHS, Ministry of Works (Bahrain), Royal Canadian Mounted Police and the US Postal Service.

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